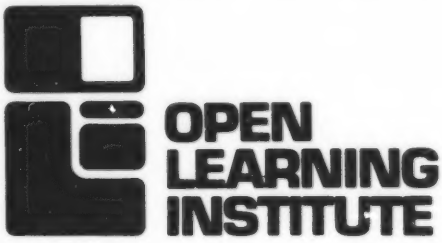
ANNUAL REPORT 1984



FOR THE PERIOD APRIL 1,
1983 TO MARCH 31, 1984

86-0107/
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ANNUAL REPORT

OPEN LEARNING INSTITUTE
Richmond, British Columbia

for the period

1 April 1983 to 31 March 1984

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OPEN LEARNING INSTITUTE
A STATEMENT OF MISSION

The OPEN LEARNING INSTITUTE, being a Provincial Institute, shall perform the following functions:

1. (a) provide programs of study leading to a first degree in arts and science;

   (b) provide programs of study in career, technical and vocational areas; and

   (c) provide programs of study in adult basic education.

To this end:

2. the Institute shall manage needed support services; develop and acquire courses, programs of study and learning materials and distribute them by distance education methods; and

3. (a) may enter into relationships with institutions, organizations and agencies in B.C. and elsewhere; and

   (b) shall under Section 12 (1) (b) of the College and Institute Act establish an academic program committee, career and technical program committee, and an adult basic education committee.

MESSAGE FROM THE CHAIRMAN

June 1984

Minister of Education
Parliament Buildings
Victoria, B.C.
V8V 1X4

Dear Mr. Minister:

I have the honour to transmit for your consideration a report dealing with the work of the Open Learning Institute for the period 1 April 1983 to 31 March 1984.

This report represents, in a compressed and abbreviated form, the many and varied activities in which those who serve the Institute were engaged during the course of the year. I am aware of the eclectic nature of their many tasks; I know of the energy and creativity they bring to the mission. The other members of the Board join their voices with mine in expressing thanks and appreciation for all that has been accomplished on behalf of adult learners in this Province.

I am grateful, too, for the many acts of courtesy and co-operation extended by officers of your Ministry during the year. To single out some is to exclude others who assisted the Institute, but I believe no one will object if I pay special tribute to Mr. James Carter, Dr. Grant Fisher, Dr. Jack Newberry, and Mr. Lorne Thompson. Those gentlemen have done much to assist the officers of the Board in the discharge of their duties. They have my compliments and respect.

The Institute is funded in part by the Universities Council of British Columbia. The members of that Council and the staff have done much to sustain, support, and encourage our work over the past year. Dr. Robert Stewart, Mr. A. E. Soles, and Mr. Dean Goard of the Ministry of Universities, Science and Communications were generous to the officers of the Institute. I am personally grateful for their many acts of kindness and courtesy.

The Board was brought to strength during the latter part of the year. An old friend and former member returned: Dr. Sam Macey of the University of Victoria. Two other colleagues were appointed from the universities: Dr. Ronald Shearer of UBC, and Dr. Jack Blaney of SFU. Both are highly-respected and well-experienced educators and administrators. Ms. Dianne Kerr of Kamloops brings to the work of the Board her special experience as a management consultant. Mrs. Jacqueline Riches of Invermere, a former member of the Board of East Kootenay Community College, has valuable and varied knowledge of the business world and she now contributes that experience to the Board. I welcome these new members most cordially. They have distinguished contributions to make, and we shall all profit thereby.

Mr. Fred Weber of Terrace, a member of the Board since 1978, left the Board during the year. He is a warm, generous, understanding man, gifted with common sense. His long experience in radio and television broadcasting significantly enhanced the work of the Institute.

Finally, I pay special tribute to Mrs. Betsy McDonald, also a member of the Board since 1978 and Chairman for part of 1983–84. Mrs. McDonald is a model of the citizen in the service of her community. She is known and respected everywhere in British Columbia for her many contributions

to education in vocational studies, adult basic education, apprenticeship training, the counselling and advising of women students. I restate the special respect and esteem in which she is held by every member of the Institute and by the wider community.

Yours sincerely,

J. S. Pritchard

James S. Pritchard

Chairman of the Board

MESSAGE FROM THE PRINCIPAL

June 1984

Mr. J. S. Pritchard
Chairman of the Board
Open Learning Institute
7671 Alderbridge Way
Richmond, B.C.
V6X 1Z9

Dear Mr. Pritchard:

The Italians have a proverb: *Traduttore, traditore* (a translator is a traitor).

The last word is perhaps too strong in the context, but the meaning is perfectly clear. It is no simple task to move from one language to another without, in the process, bruising the original or, on occasion, doing violence to it.

May I stretch that image and apply it to the preparation of annual reports. In conscience, I ought to confess to you and to the other members of the Board that I am a *traditore:* there is no just, no adequate way of translating the year's work at the Open Learning Institute into a few dozen pages of prose. So let me put my confession and sense of guilt into a language no one can misunderstand: *Mea culpa.*

Behind this report for 1983–84 are the patient, day-by-day activities and decisions of people who serve the Institute loyally and creatively and, what is more important, serve students. That is the mission, the sole mission: we are all conscious of it. I pay respect to all those who are engaged in the undertaking.

The year saw the Institute participating in new, sometimes novel, activities. A Five-Year Strategic Plan was deposited with the Ministry in June 1983. Preparations were made for our adapting to the new system of formula funding. The Institute accommodated its operations to the mood of a Province under economic test. Co-operative ventures with other institutions were launched. We received visitors from across the world who came to study our methods and systems. Detailed submissions were made to provincial committees and authorities dealing with the various mandates of the universities, colleges, and institutes in the delivery of distance learning and open learning. That matter is still under consideration as this report is being prepared. The vagaries and imprecisions that have surrounded the mandate of the Institute since its beginnings are still in evidence. One would hope that the year 1984–85 will bring resolution to the difficulty.

Finally, sir, I wish to thank you and your colleagues on the Board for your wisdom, patience, encouragement and understanding. You have done much to advance the work of the Institute, to assist it in moments of difficulty and trial, to enhance its image, to guide its present and future progress. We are all in your debt.

Yours sincerely,

R. R. Jeffels

Principal

GOVERNANCE

Mr. J.S. Pritchard, Prince George – Chairman
Mrs. B. McDonald, Vancouver – Vice Chairman/Chairman (Term expired 31 January 1984)
Dr. J.P. Blaney, Vancouver (Term commenced 1 February 1984)
Mr. A.C.M. Brown, Vancouver
Mr. N. Hannaford, Fort St. John (Term commenced 1 February 1984)
Ms. D.M. Kerr, Kamloops (Term commenced 7 October 1983)
Dr. S.L. Macey, Victoria (Term commenced 1 February 1984)
Mrs. J. Riches, Invermere (Term commenced 28 March 1984)
Dr. R. Shearer, Vancouver (Term commenced 1 February 1984)
Mr. A.H. Unruh, Cecil Lake
Mr. J. F. Weber, Terrace (Term expired 11 August 1983)

PROGRAM ADVISORY COMMITTEES

The mission statement of the Institute requires the establishment of separate advisory committees for the University Program, the Career, Technical and Vocational Programs and the Adult Basic Education program.

Membership of the Program Advisory Committees is as below:

University Program

External
Dr. R. Blackman – Simon Fraser University
Dr. W. Bowering – Okanagan College
Mr. R. Hopkins – Vancouver Community College
Mrs. E. Kennedy – University of Victoria
Dr. R. A. H. Robson – University of British Columbia

Internal
Mr. A. C. M. Brown – Board Member
Dr. J. Calvert – Co-ordinator, University Program
Mrs. A. Crowley – Student
Mrs. B. Guttman-Gee – Student
Mr. R. R. Jeffels – Principal
Dr. D. Meakin – Director, Student Services
Dr. I. Mugridge – Dean of Academic Affairs
Dr. W. Uegama – Director of University Program

Career, Technical and Vocational Program

External
Mr. F. Court – United Transportation Union
Ms. I. Croden – Irene Croden & Associates Ltd.
Mr. P. Dampier – Justice Institute
Mr. M. Hardman – Ministry of Labour
Mr. N. Henderson – Canadian Employment & Immigration Commission
Mr. E. Inglis – Finning Tractor & Equipment Co. Ltd.
Mr. P. Langevin – Alcan Smelters & Chemical Ltd.
Mr. D. Poole – Pacific Vocational Institute

Mr. M. Povey – Westcoast Transmission Co. Ltd.
Mr. E. Redmond – Douglas College
Mr. D. Svetic – British Columbia Institute of Technology

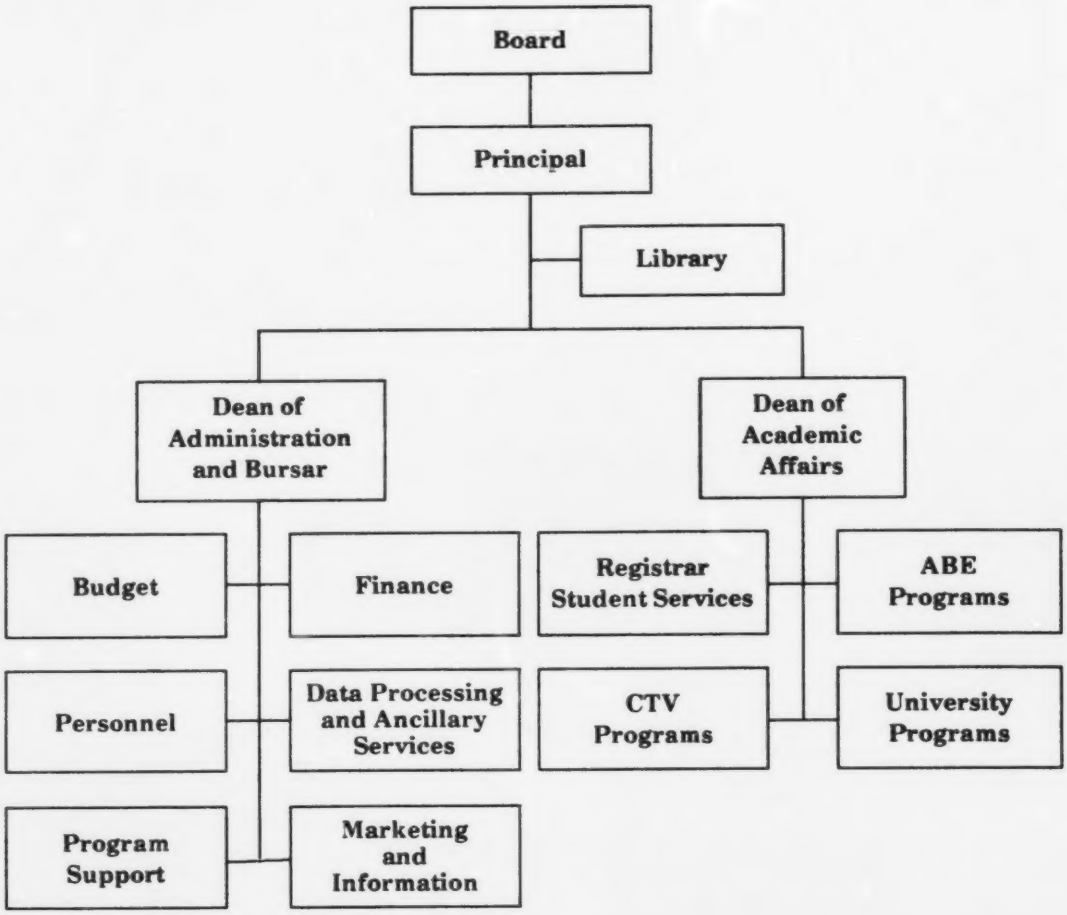
Internal
Mr. R. R. Jeffels – Principal
Ms. M. Lawrence – Co-ordinator, Business Programs
Ms. H. Loader – Co-ordinator, Industrial Programs
Dr. D. Meakin – Director, Student Services
Ms. M. Radi – Student
Mr. R. W. Scales – Director, Career, Technical and Vocational Programs
Mr. J. F. Weber – Board Member
Mrs. A. Zemp – Student

Adult Basic Education Program

External
Ms. N. M. Ashworth – University of British Columbia
Mr. A. Hamm – Employment & Immigration Canada
Mr. B. Naylor – Ministry of Education
Mrs. M. Selman – Consultant
Mr. A. Stusiak – Vocational Instructors Association
Ms. Denise Whalley – College of New Caledonia

Internal
Mr. D. Cronk – Co-ordinator, ABE Program
Mr. R. R. Jeffels – Principal
Mr. E. Lundie – Student
Mrs. B. McDonald – Board Member
Ms. E. McInnes-Rankin – Senior Advisor
Dr. D. Meakin – Director, Student Services
Mrs. M. Montana – Student
Dr. I. Mugridge – Dean, Academic Affairs
Dr. W. Uegama – Director, ABE Program

CHART OF ORGANIZATION



ACADEMIC AFFAIRS: AN OVERVIEW

The 1982–83 report indicated that a number of significant changes had occurred in the program areas. 1983–84, by contrast, has seen no major changes in personnel; the program directors have been able to continue and consolidate the developments of earlier years. This can be seen from the large number of new courses and programs under development as the Institute approaches completion of all the major programs planned in its early stages.

As the program area reports indicate, much of the progress in courses has been the result of a growth in acquisition of courses and in co-operative development with other institutions and agencies. It is likely that such practices will continue as pressure grows for a greater variety of courses and programs and as the cost of development continues to increase. Membership in the International University Consortium, acquisition of major CTV programs, and the co-operative development by six provinces of the ESL program, are clearly examples of major new directions in course development practices.

Programs and activities in the program areas and in the Student Services Division, which has continued to render good service, are now soundly based and effectively executed as the Institute completes its fifth year as a teaching institution.

Adult Basic Education Program

Highlights of the past year for this Division included the very successful introduction of PREP 001, a course designed to help individuals make more effective plans for work and life, and the completion and field testing of ESL 001, the first of four phases of an English as a Second Language Program. The latter project is an interprovincial undertaking involving agencies from Nova Scotia, Ontario, Manitoba, Saskatchewan, Alberta, and British Columbia.

Another project involving organizations other than OLI was started this past year. The Post Secondary Branch of the Ministry of Education and Kwantlen College are involved in developing a program of general science studies for both classroom use and distance delivery.

Other new courses are being developed in geography, physics, and Spanish; and revisions are under way in biology, mathematics, and social studies.

Career, Technical and Vocational Program

Courses and Programs

The CTV Division now offers twelve programs leading to formal certification, an addition of three new programs during the past year. OLI certificate programs are now offered in the following areas:

Business Administration
Construction Supervision
Dental Assisting
Electronics
Graduate Nurse Refresher
Industrial Supervision
Motel Management
Office Administration
Office Management
Power Engineering
Restaurant Management
Small Business Management

During the past year, the Division added 43 new courses to the range of offerings, including the major acquisition of 21 short courses from the Northern Alberta Institute of Technology for the Dental Assisting Program.

During the year, courses suitable for delivery in B.C. were acquired from Northern and Southern Alberta Institutes of Technology, Fanshawe College in London, Ontario, and Ryerson Polytechnic in Toronto. These acquisitions permitted the early introduction of new courses and programs at significantly reduced costs. The Division will continue to search actively for exciting materials that will assist it to meet its mandate.

Personnel

The addition of new programs, many with unique delivery requirements and on-the-job training components, is reflected in the growth of the regular staff within the Division whose role is oriented to program delivery. During the year, the CTV Division hired three full-time program supervisors to assume responsibility for new offerings in Power Engineering, Dental Assisting, and Graduate Nurse Refresher.

Provincial Industrial Training Consultants

Early in 1983, the Institute assumed responsibility for the three Lower Mainland Provincial Industrial Training Co-ordinators and the Provincial Resource Officer of the Federal Provincial Industrial Training Services Program. The Institute is provided with additional funds through the Ministry of Education for this purpose. The program provides an excellent liaison between industry and the Institute, and the Industrial Training Co-ordinators are able to provide industry with information about the options possible through the Open Learning Institute.

Advisory Committees

Each certificate program is supported by a professional or industry-based advisory committee. These committees provide advice and guidance about the appropriateness of programs and courses, need for revisions, potential client groups, and new programs in related areas. Advisory committees normally meet once or twice each year.

In addition to the individual program advisory committees, the CTV Division Tutor Advisory Committee met four times during the year. Composed of representative tutors from major CTV program areas, this committee provides an important communication link with CTV tutors.

Tutors

The CTV Division employed more than 70 course tutors during the year. They provided instructional support to students registered in 45 courses, many offered six times during the year. The Division was able to offer a small number of workshops and professional development programs to tutors, all of whom continue to provide a high level of service to students.

Courses Under Development

By the end of the year, more than 30 courses were in various stages of development, including courses for new Journeyman Upgrading Programs, a Refrigeration Operators Program, Technology courses, and four courses which will lead to certification as a Travel Counsellor.

The demand for distance education and open learning programs in business, industry and the trades, continues to increase dramatically. New initiatives by labour and industry-based groups, and pilot programs under development, indicate no reduction in the demand for training programs that can be delivered to students in their homes and by on-the-job training through the Open Learning Institute, or as joint ventures with other agencies, industry, business and other educational institutions.

University Program

The past year was highly productive for course development in this Division. Excellent progress was made on a large number of courses under development, although the direct effect will be realized mainly in the forthcoming operating year.

The Institute joined the International University Consortium consisting of some 25 universities and colleges, primarily in the United States, which are engaged in distance education. This membership provides a curriculum, much of it originally from the British Open University, which features video material and which should complement other OLI courses very well. A project has been established to review all such material and make necessary adaptations.

Another important event in this Division was the adoption of a credit transfer policy for the Degree in Administrative Studies which enables graduates of College and Institute Diploma Programs in Business Administration to continue to a degree. A project to review all such College and Institute Programs for specific transferability was started and should be completed in the near future.

Co-operation with the Province's universities in the development of courses continued. The Institute is jointly developing courses with all three universities in disciplines such as Economics, Sociology, Computer Information Systems, and Mathematics. The Mathematics Joint Venture involves the British Open University, UBC, and OLI.

The Senior Tutor System, tested in the previous year, was continued. It provides an effective level of advice and supervision to serve students better and co-ordinate communications between course development and delivery.

Student Services

Although 1983–84 has largely been a year of consolidation for Student Services, it has been a challenging year. Enrolment has continued to increase, although more slowly, and there has been an increase in the complexity of the operation owing to the introduction of specialized programs such as Dental Assisting, Graduate Nurse Refresher, and Power Engineering.

Staffing has remained constant, the only addition being an advisor in Victoria to help relieve the pressure of the large enrolment of students on Vancouver Island. In addition, one temporary position has become regular. At year-end, there were 30 regular full-time and three regular part-time staff in Student Services in Richmond and elsewhere.

Registration and Records

Enrolment in 1983–84 showed an increase of 5.7% over the previous year. This increase would have been significantly larger had it not been for an abnormally low registration in the session immediately following the BCGEU strike. The new systems, introduced in late 1982, continued to serve the Institute well and the larger enrolment was handled with no increase in Registry staff.

The most notable impact, this year, resulted from the introduction of new Career/Technical programs, which have restricted and selective admission, and which vary in length from the normal length of a

course. Some of these new courses also have clinical or laboratory components which must be incorporated. There is a significant increased workload associated with these programs, even though the number of students involved is low.

Examinations

Students are allowed to write their examinations within two, four, or six months of course commencement date. Examinations are set up only upon request by the student. Students are requested to select one of the three exam sessions permitted and the exam centre where they wish to write. Examination centres are now regularly established in approximately 60 locations throughout the Province. In addition, students who – because of distance, time constraints or handicaps – are not able to attend the regular centres, have special centres established for them.

Examination Statistics

	1982–83	1983–84
Number of students applying to write examinations	8,239	7,052
Number of regular exam centres	427*	333*
Number of special exam centres	568*	361*

* Note that these are the cumulative totals for the six examination sessions held during the year, not the number of centres in a given session.

Advising Service

The only major change in the Advising Service was the addition of a second advisor to the Victoria office. In other ways, this was a year in which advisor activities and functions were consolidated and refined.

The service continued to suffer because it has not been possible to keep pace with enrolments by establishing new centres. But 10 advisors still maintain high visibility within their communities and provide a good level of service to the students who deal with them. This has been achieved in a year in which the number of students enrolling has increased and the demand for other kinds of service such as financial aid has also grown considerably.

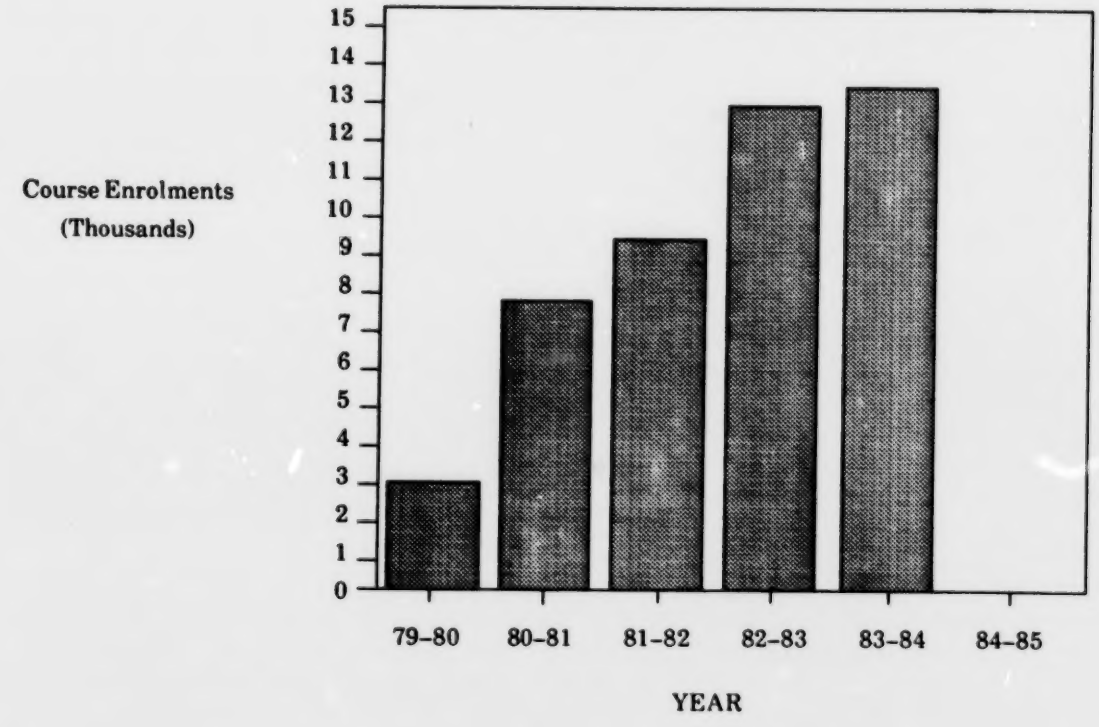
New Developments

On 1 April 1984, the Open Learning Institute became responsible for the province-wide administration and examination of the Conservation and Outdoor Recreation Education (Hunter-training) Program. In preparation for this, a great deal of time has been expended in the development of systems to ensure that the takeover would occur smoothly. It is anticipated that approximately 12,000 examinations will be administered annually for this program. The Institute has also developed a distance education course which will be taken by approximately 2,000 students. Close liaison has been necessary with the Ministry of the Environment, which has overall responsibility for the program, and with the B.C. Federation of Shooting Sports, which is responsible for the practical aspects of the program.

In addition, planning is under way for the introduction of the English as a Second Language Program in September 1984. It will be a special challenge to place and register students who do not speak English.

Enrolment Growth

ENROLMENT GROWTH
Course Enrolments by Year



Enrolment Statistics

	1983 – 84						Annual Total	
	83–05	83–07	83–09	83–11	84–01	84–03	82–83	83–84
No. of Courses Offered:								
University	35	32	45	34	40	40	171	226
Career/Technical	26	21	32	23	27	35	135	164
Adult Basic Education	20	18	20	20	21	20	101	119
Total	81	71	97	77	88	95	407*	509*
No. of Student Course Enrolments:								
University	1,110	664	1,141	1,066	880	958	3,576	5,819
Career/Technical	467	384	744	649	488	581	5,064	3,313
Adult Basic Education	701	533	628	843	618	681	4,214	4,004
Total	2,278	1,581	2,513	2,558	1,986	2,220	12,854	13,136
Distribution of Students by Program Area (%)								
University	48.7	42.0	45.4	41.7	44.3	43.2	27.8	44.2
Career/Technical	20.5	24.3	29.6	25.4	24.6	26.2	39.4	25.1
Adult Basic Education	30.8	33.7	25.0	33.0	31.0	30.7	32.8	30.7
No. of Students (Head Count):								
	1,865	1,489	2,056	2,099	1,694	1,881	10,483	11,084
Non–credit Courses:								
No. of Courses Offered	2	3	3	4	4	4	6	22
No. of Students	45	72	267	165	122	141	212	812

* *Note:* The annual total of courses offered represents the number of course offerings; it includes multiple counts for courses offered more than once during the year.

Student Profile Summary 1983

Distribution by Advisor Region	
Kamloops	11.3%
Kelowna	11.4%
Nelson	6.7%
Prince George	10.5%
Richmond	38.5%
Terrace	6.3%
Victoria	15.2%

Distribution by Age	
Between 11 and 20	14.1%
Between 21 and 30	44.6%
Between 31 and 40	29.3%
Between 41 and 50	8.7%
Between 51 and 60	2.5%
Between 61 and 70	0.7%
71 and over	0.2%

Distribution by Sex	
Male	42.9%
Female	57.1%

Distribution by Academic Goal	
B.A. Degree	8.5%
One Year Certificate	10.3%
Grade 12 Completion	11.5%
Grade 10 Completion	4.3%
For Credit Elsewhere	24.9%
General Interest	12.2%
Career Advancement	28.4%

Distribution by Highest Education Achieved	
Grade 7	3.2%
Grade 10	15.4%
High School Graduation	38.1%
Coll. Univ. Trans. Prog. 1 Yr.	7.2%
Coll. Univ. Trans. Prog. 2 Yrs.	3.4%
Vocational Program	6.7%
College Career or Tech. Prog.	6.7%
BCIT or Equivalent	3.9%
Teacher's Certificate	1.3%
University Bachelor's Degree	7.5%
Incomplete University	6.6%

Distribution by Occupation	
Student Attending Sec. School	1.7%
Student Attending Coll. or Inst.	5.6%
Student Attending University	3.1%
Unpaid Domestic Duties	12.2%
Administrator or Manager	4.6%
Teacher or Lecturer	2.3%
Qualified Scientist or Eng.	0.6%
Technical Worker	4.6%
The Professions & the Arts	6.6%
Tradesmen	8.8%
Primary Industry	4.7%
Clerical and Office Staff	12.6%
Communications and Transport	3.2%
Service Occupations	14.4%
Institutionalized	1.4%
Not Working	13.7%

Distribution by Marital Status	
Single	50.9%
Married	49.1%

Contacts with Prospective and Enrolled Students

1 April 1983–31 March 1984

Centre	Number of persons visiting centre	Number of phone calls to centre
Richmond	3,571	37,795*
Victoria	1,944	5,687
Kelowna	3,044	4,082
Kamloops	2,100	4,156
Nelson	1,784	3,623
Prince George	1,019	2,492
Terrace	933	3,399

* Includes telephone calls to Admissions, Records and Exams, and to Student Services Administrative Staff.

Summary Report of Community Contacts for Advising Centres

Liaison

1. *Educational Institutions*

   UBC; SFU; UVIC; DTUC; Athabasca University; All Community Colleges (including Extension Centres); Institutes such as PVI; BCIT; Justice Institute; High Schools; School District Offices; Armed Forces Educational Officers.

2. *Ministry Offices*

   Ministry of Education; Ministry of Labour; Ministry of Human Resources; Ministry of the Environment; Ministry of Health; CEIC/Manpower Offices; Consumer and Corporate Affairs; Ministry of Tourism; Indian and Northern Affairs; Transportation and Highways.

3. *Community Agencies and Organizations*

   Workers' Compensation Board; G.F. Strong Rehabilitation Centre; Provincial Resource Centre for the Visually Impaired; Community Vocational Rehabilitation Services; Handicapped Resources; Aid to Handicapped; Hospitals; Outreach Services; Regional Correctional Centres; Indian Bands; Lions Club; Parks and Recreation; Fish and Game Federations; Information Centres; Family Services.

4. *Media*

   CBC Radio and Affiliated Stations; Local Weekly Newspapers; Local Cable TV Stations and CBC; Knowledge Network.

5. *Business and Private Industry*

   B.C. Hydro; B.C. Forest Products; Alcan; Noranda; B.C. Nursing Association; Dental Association; Institute of Chartered Accountants; Canadian Guidance & Counselling Association; Society of Management Accountants.

6. *Women's Access*

Specialized Women's groups such as Women's Associations, Organizations, and Women's Access Co-ordinators.

In addition, advisors and regional support staff participated in regional promotions:

Hillside Mall promotion –Victoria
Market Square promotion –Victoria
Vancouver Island Computer Show –Victoria
Joint mall promotion with Malaspina College and the Knowledge Network – Nanaimo
OLI Mall promotions – Chilliwack
Richmond Square
Kamloops
Penticton
Prince George
Trail
OLI and KNOW– Terrace

Financial Aid

ABE Student Aid Plan	–	194 (133% increase over last year)
Special Assistance	–	93
B.C. Student Aid Plan	–	38
Part-time loans	–	24

Library Services

Library services for the Institute are provided at two locations to serve students and staff.

The library at the Richmond location was established to serve the Board and the administrative and academic staff of the Institute. The specialized collection, composed of print and non-print material germane to the field of distance education, supports all aspects of the Institute's activities. Reference service is provided by one part-time Librarian and one full-time Library Technician. The library is open by arrangement to students of other institutions doing research in the field of distance education, and much of the collection is available through interlibrary loan to other post-secondary libraries.

Library services to students are provided through an innovative arrangement with Simon Fraser University. A Librarian, who is employed by the Institute but situated at the University, responds to telephone requests for library material by mailing books and articles to OLI students all over the Province. The resources of SFU's library provide the mainstay for this service, with the libraries of the University of British Columbia and the University of Victoria providing additional services through specially-arranged borrowing privileges. Students also have access to college and public libraries in their own locations, as do other citizens. The Institute gratefully acknowledges the co-operation of all these institutions. Without them, OLI students could be deprived of comparable library service to that enjoyed by other students in the Province.

ADMINISTRATIVE SERVICES

Data Processing and Ancillary Services

The Department of Data Processing and Ancillary Services provides two important support functions for the Institute. The Data Processing Division is responsible for the management and operation of all DP resources in support of the Institute's instructional and administrative mandate. The Ancillary Services Division is responsible for the provision of purchasing and facilities management services.

Ancillary Services

The Ancillary Services Division has four staff members: the Co-ordinator, one full-time Clerk, one part-time Clerk, and the Switchboard Operator. The Division's objectives are the acquisition of supplies and services and management of facilities.

Purchasing

The dollar value of purchase orders remained at $1.5 million. The number of purchase orders issued was 495, compared with 537 for the fiscal year 1982–83.

Though the growth of the Institute has been significant, the decrease in orders issued has been achieved through standing and blanket orders or bulk purchases.

The Institute's telephone system was replaced by a Mitel SX200 Generic 217. This system allows for growth, integration of student and administration telephone numbers, and monitoring of long distance access.

The acquisition of course-related items, in a cost-effective and timely manner, continues to be a priority. The addition of each new course offering requires the purchase of items which can be easily stored, packaged and shipped.

Facilities

The overcrowded conditions which had been a problem for the main offices at 7671 Alderbridge Way were alleviated by the acquisition of approximately 3,500 square feet of space vacated by the Councils on the third floor. The furniture, equipment, files and effects of 63 staff members were moved, along with all telephone locals and computer terminals.

Environmental control standards of the Ministry of Labour required the upgrading of lighting, ventilation and exhaust systems throughout the building.

Data Processing

The Data Processing Division has a staff of seven: three Analysts, a Programmer, two Computer Operators, and the Director. Computer processing is provided by a leased DEC VAX 11/750 with 3.5 megabytes of memory, two 120 megabyte disk drives, and one 480 megabyte disk drive. More than 120 employees are currently using this system to process a wide variety of data, using one of 31 terminals. During the past year, demands for services continued to grow at a rate much higher than that of the general growth of the Institute. Significant aspects of the Division's operations are summarized below.

	1980–81	1981–82	1982–83	1983–84
No. of Users	11	44	89	125
Total Connect Time	989	4,075	18,477	56,667
DP Expenditures 000's	255	363	424	411
Man-hours				
Development	4,624	2,235	3,868	2,713
Maintenance	356	1,201	665	753
User Support	N/A	N/A	454	826
Technical Support	N/A	N/A	157	827
Operations (Total)	353	1,063	2,679	1,517
Other	1,778	3,017	3,394	2,530

Systems Development

The demand for software development subsided somewhat in 1983–84. Two major projects were under development: a Materials Inventory System, and a Revenue Management System. Work was halted on the latter project late in the fiscal year at the request of the Project Steering Committee. A major study was undertaken to determine if improvements could be made to the process of course development and production. The study recommended the acquisition of an automated text preparation and editing system, which is scheduled for implementation in 1984-85. The system will allow electronic editing and transmission of all courses under development, as well as electronic page composition. Communications among Course Writers, Editors, Consultants and Course Production Staff will be greatly improved through use of dedicated terminals and micro-computers, all of which will be connected to a new VAX 11/750.

The Institute was awarded a contract by McGraw-Hill Ryerson to develop an introductory accounting course to be offered by computer-assisted instruction. The programming and technical support for this contract will be done by the Data Processing Division in 1984.

A total of 2,713 man-hours were used in design, programming and documention of applications. The distribution of this time to the various user Divisions appears below.

Academic Affairs	34%
Data Processing	9%
Finance	21%
General Institute	14%
Personnel	1%
Program Support	13%
Student Services	7%

Work continued during 1983–84 on the refinement and extension of the Division's Systems Development Methodology. Structured walkthroughs and a User Documentation Committee were introduced to the Methodology. These new elements will help to ensure quality, provide for greater user acceptance, and improve the ease of use of systems.

Seven percent of Divisional Resources was allocated to maintenance of the existing Student Registration and Finance Systems. Fifty maintenance requests were received and implemented, resulting in significant improvements and enhancements to these systems. A new subsystem was developed for Student Registration which will allow the automated processing of an estimated 15,000

additional non-credit course enrolments in the next fiscal year. A system for automated production for all tutor contracts was developed for the Personnel Department.

During 1983–84, the Division was able to make significant contributions to the Institute's Instructional Computing mandate in the following ways:

- A review of the use of existing Rainbow micro-computers was completed and a recommendation made to replace these micro-computers with models more appropriate to OLI's requirements.

- A Business Simulation Program was developed for use by students in BUSM 136. The program provides students with a realistic simulation of the operations of a manufacturing company.

- Advice and assistance were provided to designers of Electronics 145, Computing 110, and Math 400.

Administration

The effective administration of Data Processing resources was a high priority throughout the year. The use of stand-alone word processing stations was expanded, and there are now seven such stations in use. These stations will permit greater user control over word-processed documents, as well as increased productivity.

In terms of overall efficiency, the time required for essentially non-productive functions such as administrative duties was kept to a minimum. This was possible in spite of an increased operational load attributable to a large increase in the number of users. Seventeen percent of employee time was allocated to Division administration, six percent to leave and four percent to training.

Systems Operation

The intention in systems operation was to maximize the availability and responsiveness of hardware resources. A second operations shift was implemented in January 1984 in an attempt to reduce the demands for computer processing between 8:00 a.m. and 4:00 p.m. The second shift extends the availability of a fully-supported system to 9:00 p.m. Utilization statistics indicate that fully one–third of all computer processing now occurs between the hours of 4:00 p.m. and 9:00 p.m.

The computer system was available to staff on a 24-hour, 7 days per week basis. Sixty-one equipment failures were recorded during the fiscal year for a total of 176 hours of downtime for the entire system. Total usage by OLI staff was 56,667 connect hours, which represents a 207% increase over the previous year. User satisfaction with systems operations was measured and found to be adequate.

Remote access to the computer system was implemented for all six Regional Advising Centres. All advisors, regardless of geographical location, are now able to obtain access to student data and utilities such as electronic mail, word processing and spreadsheets.

A total of 1,517 man-hours of time was allocated to computer operations and user support in the fiscal year 1982–83. Computer use by division was monitored over the past year, and costed using current commercial rates.

The connect time and value of computer resources used by Institute Divisions are detailed below:

	Connect Hours	$ Value
Adult Basic Education	12	116
Academic Affairs	2,131	20,677
Bursar	384	3,725
Career/Technical/Vocational	421	4,085
Data Processing	9,120	88,646
General Institute	25,560	248,005
Finance	2,939	28,517
Library	14	136
Marketing	1,326	12,866
Personnel	250	2,426
Principal	85	825
Program Support	478	4,638
Student Services	13,835	134,239
University Programs	112	1,087
Total	56,667	$ 549,988

The growing need for support of OLI staff using computer systems was addressed in a formal way in 1983–84. Procedures were established for reporting and servicing user requests. These requests relate to provision of technical information, advice and data extraction and manipulation. In total 484 such requests were handled. The goal is to provide 24-hour response to such requests so that users can maximize the use of developed systems.

Finance Department

The Finance Department produces monthly statements for the Board and periodic reports for the Ministry of Education and other government agencies. In past years, management statements have been produced monthly. This year, however, the department enabled all cost-centre managers to obtain access to these statements on the computer and to obtain up-to-the-minute data at any time.

The Institute expanded its activities in the areas of external contracts, research grants, and co-operative ventures with other provincial institutes and regional colleges. Ventures were also undertaken with two Pacific Rim universities. This area provided the only increase in accounting transactions; and the volumes related to the main activity remained much the same as last year.

The computerization of the fixed assets inventory was completed and progress was made on two other systems: the integration of revenue and accounts receivable with the Student Services systems, and the financial aspect of the inventory control system.

The payroll area accommodated major system changes made by the Institute's external computer bureau and, in addition, computerized three reports that the bureau used to prepare manually. As of March 1984, there were 632 full- and part-time employees and contractors active in the payroll system.

Budget Office

The Budget office has two regular employees. It produced the following budgets during the fiscal year:

1983–84 Expenditure Plan
1984–85 Budget Request

The 1983–84 Operating Budget totalled $7,651,358 of which $4,727,880 was allocated to Instruction; $263,321 to General Instructional Support; $1,050,879 to Student Support; $1,150,137 to Administration; $430,341 to Facilities Management (including leases); and $28,800 to Operating Capital. Funding for the 1983-84 Operating Budget derived from $6,560,191 from Provincial Grants and $1,091,167 from Tuition and other sources. The funding received from each Council was as follows:

$ 546,100	–	Academic Council
754,600	–	Occupational Training Council
745,400	–	Ministry Standing Committee
2,625,291	–	Management Advisory Council
1,860,000	–	Universities Council
28,800	–	Ministry of Education

The 1984–85 Budget Request was prepared in accordance with the provincial budgeting process which resulted in changing the budgeting format to a formula-driven one. The request was split into two parts: Base, which equalled the same level of funding as for 1983–84; and Alternative, where there were no funding restrictions. The Institute was required to submit Planned Program Enrolments which became the basis for actual funding received for 1984–85.

Marketing and Information Services

Responsibilities of the Marketing and Information Office include public relations for the Institute, student recruitment, and the marketing of appropriate OLI products and services to generate revenue for the Institute. Principles governing operation of this office are that all activities in support of marketing be financed on a cost-recovery basis, and all investment in support of public relations must realize at least an equal real dollar-value in media print-space and broadcast air-time.

In order to increase general public awareness of the Institute and its programs, the Marketing and Information Office issued semi-monthly news releases, conducted public awareness campaigns in seven British Columbia communities with extensive accompanying media coverage, produced a series of television shows for rebroadcast throughout the Province on the cable networks, produced radio spots for public service announcements, and arranged for media appearances of OLI personnel. Electronic broadcast production was accomplished in a very cost-effective way in co-operation with OLI's media services department, and with the support of Richmond Cable and the Knowledge Network.

More specific target markets for student recruitment and professional agency support were reached through a combination of print and limited radio advertising, and through direct mail campaigns. The endorsement of OLI programs by many business and professional agencies was important in reaching potential students in selected fields. The Marketing and Information Office arranged for the placement of articles about OLI programs in association newsletters, and for the distribution of program brochures in association mailings. Demand for OLI courses by these associations prompted their outstanding co-operation in distributing information. The effectiveness of these campaigns is evident in the increase in student enrolments to projected levels.

Revenue resulting from marketing initiatives was again of the order of $100,000–less than anticipated, but more than meeting base objectives of cost-recovery. Course package sales in Adult Basic Education accounted for the majority of the revenue, and potential markets for these courses exist throughout North America. Current major clients for OLI course packages are post-secondary institutions in British Columbia, Alberta, and the Yukon and Northwest Territories. OLI's two-month strike held up production and direct-mail distribution of product catalogues.

Marketing of DETReMS, OLI's student records system, continues. Serious inquiries about this unique software package are coming from all continents, but there have been no sales yet. Decision lead-time on the part of potential clients is a major inhibiting factor: More than a year seems to be needed for budget approval and detailed needs analysis, particularly among public sector clients, who are prime targets.

In order to increase the market potential for DETReMS, two projects have been undertaken. First, arrangements were made to mount a generic version of DETReMS on a North American time-sharing system. This will allow clients with limited budgets to obtain access to the system on a time-sharing basis, and also make it possible to demonstrate the system "live" throughout North America. The system will be on display at several major conferences in the coming months, and it has been requested for the 1985 world conference on distance education in Melbourne, Australia.

Second, several U.S. clients who are eager to purchase the system but who do not have compatible hardware are being assisted in forming a consortium to rewrite DETReMS for the IBM 3400 series of computers. The consortium will finance the conversion, and individual participants will receive substantial purchase discounts. OLI will then have a greatly expanded market for its product.

Personnel Services

On March 31, 1984, the Institute had 123 regular employees and 136 tutors on staff. This was an increase over the previous year of just over 1% in the regular staff complement and a decrease of 1.5% in the tutor complement. The turnover rate for regular staff for the same period was 5.83%.

Personnel Services has three full-time staff: a Secretary, a Personnel Assistant and a Director. It shares the services of the Payroll Supervisor who is responsible for the maintenance of benefit plans.

Over the past year, negotiations were conducted with the British Columbia Government Employees' Union to renew the collective agreement which expired March 31, 1983. The Institute's bargaining committee was composed of the Director of Personnel Services, as negotiator, the Director of Data Processing and Ancillary Services, and the Personnel Assistant. Negotiations with the Union began March 10, 1983 and ended December 10, 1983 with the signing of a two-year agreement. From March 10, 1983 until June 2, 1983, when the Institute requested a mediator be appointed to help resolve the impasse which had developed, 13 negotiating meetings were held. After three meetings with the mediator, on July 26, 1983, a government supervised strike vote was held. Between July 26, 1983, and October 17, 1983, when the Union went on strike, three more meetings were held in an unsuccessful attempt to conclude an agreement. Eight meetings were held between October 17 and December 10, when an agreement was finally reached. Employees returned to work on December 12, 1983.

Program Support

The Program Support Division is responsible for the production, warehousing and dispatching of all course materials: print, audio or video. In addition, it is responsible for the Institute's bookstore and acts as the shipper and receiver for the Institute. The division has three departments: Print Production, Materials, and Audio Video Production.

Print Production

The print department produced large volumes of high-quality materials throughout the year. Most of the materials printed were for Institute courses, but substantial volumes of material were printed on a contract basis. Of particular note in this regard were the TRAC learning modules, printed for the Ministry of Education. Materials were also produced and printed for the Ministry of the Environment and for the Knowledge Network.

A total of about 4,000 pages were typeset and proofread; some 5,600 paste-up flats were prepared; and 12,000,000 pages printed.

The materials produced during the year were markedly more complex on average than materials produced in previous years. This results from a higher proportion of Technical and upper-level University courses than has been the case heretofore. The highly-technical nature of these courses has provided a challenge to all areas of the department, particularly to the graphic arts section. This challenge has been successfully met. Complex materials were developed for the English as a Second Language project. These materials were produced in nine languages and posed problems not previously encountered.

Two major pieces of equipment, a press and a collator, were replaced with more productive machines towards the end of the year. Both will assist the Institute to shorten the turnaround time for materials in the print shop and hence increase flexibility in scheduling print runs. Significant increases in productivity are expected to result thereby in the coming year.

A very important development at the end of the year was the acquisition of an integrated text preparation system. This system will allow for the electronic capture of original manuscripts, for editing on word processing terminals, for electronic transfer to the production department and for the making up of full pages on a page mark-up terminal. The new system will be phased in over a period of six months and it will lead to significant increases in productivity.

Audio Video Production

The audio department is responsible for all audio and video productions and for the reproduction of tapes for distribution to students. Some 20,000 tapes were reproduced during the year. The department is staffed by two Permanent Producers, a full-time Editing Assistant, a part-time Equipment Maintenance Technician and a part-time Equipment Operator responsible for tape duplication.

The Institute has a library of over 200 instructional audio tapes; 191 of these have been produced in-house. At the present time, seven projects are under production and another five in the planning stage. These will add more than 80 titles to the Institute collection.

Two exciting developments during the year were the department's involvement in the English as a Second Language project and in the development of the Institute's first audio-graphics materials. The ESL project required the development of materials in nine languages, a significant challenge but one successfully met. Audio-graphics materials are being produced for five courses and are planned for a further three. Since these materials require the complete integration of audio and printed materials, they demand extremely careful planning and production. A particularly interesting set of materials is being developed in co-operation with the Vancouver Playhouse for the University Program's upper-year courses on Shakespearian drama.

The department organized and delivered a one-day seminar on the production of educational audio materials for the four members of the faculty of the Universiti Sains Malaysia, who were visiting the Institute under the auspices of the Canadian International Development Agency.

A variety of audio, audio-visual, and video materials was produced for public relations or marketing purposes, for internal use, or on a contract basis for outside agencies.

Materials

The Materials Division is responsible for receiving, storing and distributing all course and non-course items required by the Institute. It maintains control of an inventory of over 2,500 course items and over 500 non-course items. More than 15,000 course packages and 250,000 additional items of mail were dispatched. The number of course packages was smaller than in the previous year as a result of the distribution of course packages from regional advising centres. Small numbers of higher-enrolment courses were shipped each semester to the six centres so that they could be picked up by students registering at a centre. A study of the effectiveness of this system is under way which will result in its continuation, modification or termination. Postal and courier expenditures were held to $172,000 as a result of the efficiencies effected. This represents a decrease of 5% over expenditures in 1982–83.

Throughout the year, design work was undertaken in co-operation with the Data Processing Department and a consultant for a computer-based Materials Management System. This system will simplify the record-keeping involved in the receiving, storage and distribution of course and non-course materials.

A major responsibility of the Materials Division is to provide Institute students with a mail-order bookstore service: Most textbooks and some supplies cannot be purchased in small centres. Organized on a cost recovery basis, the bookstore had a turnover of $275,000 in 1983–84.

Financial Statements

Campbell
Sharp
CHARTERED ACCOUNTANTS

AUDITORS' REPORT

To the Board of
The Open Learning Institute.

We have examined the balance sheet of The Open Learning Institute as at March 31, 1984 and the statement of revenue, expenditure and changes in operating and capital fund balances for the year then ended. Our examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the Institute as at March 31, 1984 and the results of its operations for the year then ended in accordance with accounting principles as described in Note 1, applied on a basis consistent with that of the preceding year.

Campbell Sharp

New Westminster, Canada.
May 9, 1984.

Chartered Accountants

THE OPEN LEARNING INSTITUTE

(Incorporated under the College and Institute Act of British Columbia)

BALANCE SHEET

as at March 31, 1984

A S S E T S

OPERATING FUND

	1984	1983
Cash and term deposits	$ 1,624,802	$ 1,638,936
Accounts receivable	129,897	35,888
Prepaid expenses	51,273	38,358
Inventories		
Bookstore	441,636	301,652
Loan equipment	85,805	86,875
Rental equipment	202,088	195,145
	2,535,501	2,296,854

CAPITAL FUND

Cash	1,426	1,979
Due from operating fund	375,383	129,898
Furniture, equipment and library	1,954,764	1,616,420
	2,331,573	1,748,297

BURSARY, ENDOWMENT AND LOAN FUNDS

Cash	239	219
	$ 4,867,313	$ 4,045,370

Approved by

..... Chairman of the Board

..... Bursar

LIABILITIES AND FUND BALANCES

OPERATING FUND

	1984	1983
Accounts payable and accrued liabilities	$ 1,110,543	$ 1,343,283
Deposits returnable to students	36,290	31,610
Deferred course fees	65,046	40,221
Due to capital fund	375,383	129,898
	1,587,262	1,545,012
Equity in bookstore and operating equipment	729,529	524,921
Operating fund balance	218,710	226,921
	2,535,501	2,296,854

CAPITAL FUND

Accounts payable and accrued liabilities	298,256	73,345
Equity in furniture, equipment and library	1,954,764	1,616,420
Capital fund balance	78,553	58,532
	2,331,573	1,748,297

BURSARY, ENDOWMENT AND LOAN FUNDS

Fund balances		
Bursary endowment fund	159	146
Emergency loan fund	80	73
	239	219
	$ 4,867,313	$ 4,045,370

THE OPEN LEARNING INSTITUTE

STATEMENT OF REVENUE, EXPENDITURE AND OPERATING FUND BALANCE

for the year ended March 31, 1984

	1984	1983
REVENUE		
Fund balance, beginning of year	$ 168,170	$ 419,194
Annual grant, Province of British Columbia		
Operating	6,441,791	6,400,400
Supplemental	10,000	15,000
Tuition fees	696,578	619,212
Interest	147,042	171,853
Sales tax refunds	12,147	-
Computer time sales	-	6,695
Ancillary operations, net	60,002	21,034
	7,535,730	7,653,388
EXPENDITURE		
Principal's office and library	217,725	285,708
Administration and general	1,745,322	1,592,875
Programme support	1,176,467	1,290,689
Programme development	2,573,357	2,713,715
Student services	1,098,359	1,177,717
Allocations		
Operating assets, bookstore inventory	139,983	282,614
Capital fund	333,607	141,900
Ancillary operations	32,200	-
	7,317,020	7,485,218
OPERATING FUND BALANCE, end of year	$ 218,710	$ 168,170

THE OPEN LEARNING INSTITUTE

STATEMENT OF CHANGES IN CAPITAL FUND BALANCE

for the year ended March 31, 1984

	1984	1983
RECEIPTS		
Fund balance, beginning of year	$ 58,532	$ 24,595
Annual grant, Ministry of Education	28,800	43,700
Allocated from operating fund	333,607	141,900
Proceeds from sale of equipment	3,825	-
Interest	-	7,640
	424,764	217,835
DISBURSEMENTS		
Capital assets acquired, furniture and equipment	346,211	159,303
CAPITAL FUND BALANCE, end of year	$ 78,553	$ 58,532

THE OPEN LEARNING INSTITUTE

NOTES TO THE FINANCIAL STATEMENTS

March 31, 1984

1. SIGNIFICANT ACCOUNTING POLICIES

The Institute has adopted fund accounting procedures in accordance with accounting practices generally followed by public educational institutions in British Columbia. Under these procedures, available resources and their related expenditures are recorded in separate funds in accordance with determinations made by the Board and limitations and restrictions imposed by sources outside the Institute.

Funds consist of:

Operating - those revenues and expenditures used in the general operation of the Institute.

Capital - amounts allocated for the acquisition of capital assets.

Bursary, endowment and loan - amounts available to students requiring financial assistance.

In addition, the Institute performs ancillary activities related to the provision of educational service. These include contract programme development, marketing, equipment rental and bookstore operation. Net revenue or expenditure is included in the statement of revenue, expenditure and operating fund balance.

Fund balances

The Board of the Institute, in accordance with Ministry of Education policy, appropriates the operating and capital fund balances for use in the subsequent fiscal period.

Inventories

Bookstore inventory is valued at the lower of cost and net realizable value. Inventories of loan and operating equipment are recorded at cost.

Furniture, equipment and library

Furniture, equipment and library purchases are recorded at cost without provision for depreciation. On disposal, cost and equity in capital assets written down and proceeds are taken into the capital fund balance.

Deferred course fees

Tuition fees for courses commencing in the fiscal year are included in revenue. Tuition fees for courses commencing subsequent to the year end are recorded as deferred revenue.

THE OPEN LEARNING INSTITUTE

NOTES TO THE FINANCIAL STATEMENTS

March 31, 1984

1. SIGNIFICANT ACCOUNTING POLICIES (continued)

Programme development

All course development costs are charged to expense in the period incurred. Commitments to course writers and consultants for programmes developed beyond the point of cancellation are accrued and included in expenditure.

Comparative figures

Certain of the 1983 comparative figures have been reclassified to conform with the current presentation.

2. LEASES

The Institute has obligations under leases for premises and computer equipment. The premises lease expired March 31, 1984 and is presently being re-negotiated. Rental commitments for computer equipment amount to $81,100 in each of the 1985 and 1986 fiscal years.

THE OPEN LEARNING INSTITUTE

SCHEDULE OF EXPENDITURE

for the year ended March 31, 1984

	Principal's Office and Library	Administration and General	Programme Support
PERSONNEL			
Salaries			
Excluded staff	$ 124,614	$ 343,108	$ 49,099
Bargaining unit	18,031	337,861	556,178
Temporary employees	-	23,403	69,323
Tutorial services	-	-	-
Invigilation costs and exam expenses	-	-	-
Pension and welfare benefits	14,732	72,745	69,216
Recruitment and staff relocation	-	10,549	-
Staff training	-	11,920	-
Tutor workshops	-	-	-
	157,377	799,586	743,816
PREMISES AND EQUIPMENT			
Facility rental and taxes	-	252,818	-
Utilities and insurance	-	36,747	-
Building maintenance	-	66,929	-
Renovations and alterations	-	27,937	-
Furniture and equipment	-	5,862	4,864
Equipment repairs and maintenance	-	43,332	20,339
Equipment rental	-	82,677	74,828
	-	516,302	100,031
PROGRAMME AND GENERAL			
Telephone tutoring	-	-	-
Materials and supplies	619	17,458	84,926
Temporary contractors	-	-	62,190
Contract services	60	26,183	5[illegible],826
Course and copyright acquisitions	-	-	-
Student publications and course materials	-	-	-
Postage	-	-	129,392
Telephone	-	60,501	-
Cataloguing and library renewals	11,432	-	-
Photocopying	-	36,028	-
Conferences and travel	6,205	11,154	3,904
Board honoraria and expenses	23,099	-	-
Institute and board memberships	15,704	-	-
Public information and advertising	-	182,161	-
Computer	-	44,888	-
Office expense	3,229	28,489	382
Legal and audit	-	22,572	-
Bookstore inventory	-	-	-
	60,348	429,434	332,620
	$ 217,725	$ 1,745,322	$ 1,176,467

Schedule 1

Programme Development	Student Services	Operating Assets	Total 1984	Total 1983
$ 222,406	$ 367,625	$ -	$ 1,106,852	$ 1,010,029
427,393	328,027	-	1,667,490	1,833,470
104,956	12,150	-	209,832	212,339
937,677	-	-	937,677	807,777
446	32,643	-	33,089	35,538
171,472	73,100	-	401,265	392,092
-	-	-	10,549	9,669
3,705	-	-	15,625	16,579
32,502	-	-	32,502	56,587
1,900,557	813,545	-	4,414,881	4,374,080
-	58,053	-	310,871	254,031
-	1,854	-	38,601	33,599
-	1,466	-	68,395	63,508
-	699	-	28,636	12,468
572	-	-	11,298	22,840
-	565	-	64,236	54,834
1,702	97	-	159,304	106,440
2,274	62,734	-	681,341	547,720
164,847	-	-	164,847	161,418
12,093	43,455	-	158,551	198,869
203,409	-	-	265,599	400,241
117,361	-	-	195,430	326,371
79,797	-	-	79,797	134,663
46,886	41,414	-	88,300	131,992
-	16,350	-	145,742	138,254
-	97,455	-	157,956	136,819
-	-	-	11,432	5,599
-	-	-	36,028	77,055
40,791	18,031	-	80,085	87,128
-	-	-	23,099	31,440
-	-	-	15,704	12,148
-	-	-	182,161	157,024
-	-	-	44,888	51,845
5,342	5,375	-	42,817	43,792
-	-	-	22,572	35,442
-	-	139,983	139,983	60,225
670,526	222,080	139,983	1,854,991	2,190,325
$ 2,573,357	$ 1,098,359	$ 139,983	$ 6,951,213	$ 7,112,125

THE OPEN LEARNING INSTITUTE

SCHEDULE OF ANCILLARY OPERATIONS

for the year ended March 31, 1984

	Bookstore
REVENUE	
Sales	$ 277,754
Equipment rental	-
Allocated from operating	-
	277,754
EXPENDITURE	
Cost of sales	196,139
Salaries and employee benefits	23,500
Materials and supplies	-
Temporary contractors	-
Contract services	-
Conferences and travel	-
Equipment purchases and repairs	-
Shipping costs	22,691
Administration	-
Other	2,182
deduct: restocking charges	(8,792)
	235,720
EXCESS OF REVENUE OVER EXPENDITURE FOR THE YEAR	$ 42,034

Schedule 2

Marketing	Rental Equipment	Special Contracts	Total 1984	Total 1983
$ 89,269	$ -	$ 528,735	$ 895,758	$ 377,511
-	34,625	-	34,625	-
-	-	32,200	32,200	-
89,269	34,625	560,935	962,583	377,511
42,591	-	-	238,730	255,602
20,791	400	167,031	211,722	37,331
-	-	16,089	16,089	-
-	-	229,792	229,792	-
-	-	68,235	68,235	-
2,872	-	43,651	46,523	3,068
-	31,840	8,744	40,584	-
-	-	-	22,691	18,963
131	-	13,388	13,519	-
9,207	-	12,099	23,488	46,078
-	-	-	(8,792)	(4,565)
75,592	32,240	559,029	902,581	356,477
$ 13,677	$ 2,385	$ 1,906	$ 60,002	$ 21,034